

# Summary Comparison of U S WEST Measurements with Bell Atlantic-New York Measurements

| Bell Atlantic – New York |   | Degree <sup>1</sup> of Correlation Wt. <sup>2</sup> | U S WEST |                      |  |
|--------------------------|---|---|----------|----------------------|--|
| Measure                  | Description   |   | Measure  | Description          |  |
| PREORDER                 |   |   |          |                      |  |
| PO-1                     | Response Time OSS Ordering Interface (all transactions except rejected query) | More <sup>3</sup>                                   | 6        | PO-1 & PO-2          | Pre-Order / Order Response Times<br>– USW reports more disaggregation (i.e., by gateway interface type).   |
|                          | – Rejected Query (New) 1999 development                                       | Partial   | 1        | See DOP-2 & DOP-3    | LSR Rejection Interval & LSRs Rejected (%) (Defined Below)   |
| PO-2                     | OSS Interface Availability  | Full(-)   | 1        | GA-1 & GA-2          | Gateway Availability<br>– USW reports one availability percentage for each interface, whereas BA reports a percentage for prime and non-prime time.      |
| PO-3                     | Contact Center Availability   | Full  | 2        | OP-1, -2<br>MR-1, -2 | Center Access – Provisioning and Repair  |
| PO-4                     | Change Management Notices Sent On Time  | (none)  | 1        | (na)                 | (no comparable USW measurement)  |
| ORDER                    |   |   |          |                      |  |
| OR-1                     | Order Confirmation Timeliness<br>– Average Confirmation Time (6 meas.)        | Full(-)   | 1        | DPO-4                | Firm Order Confirmation (FOC) Interval<br>– Minor differences in disaggregation levels (USW by gateway system and BA by line quantities < 10 and >= 10). |
|                          | – Percent Confirmed On Time (6 meas.)   | (none)  | 1        | (na)                 | (no comparable USW measurement)  |
| OR-1-13                  | On Time Design Layout Record  | (none)  | 1        | (na)                 | (no comparable USW measurement)  |

- <sup>1</sup> Degree of correlation: “Full” = the measurements dimensions being compared are essentially the same (only minor differences, if any);  
“Partial” = the measurement dimensions being compared have some differences or USW reports less than BA in some aspect of the measurement;  
“More” = U S WEST’s measurements provide measurement dimensions or capabilities that the plan being compared does not provide.
- <sup>2</sup> “Wt.” refers to “weighting” and provides the number of different BA measurements (i.e., considering disaggregations of the same measurement as one measurement) represented by the indicator named on each line of this summary comparison.
- <sup>3</sup> For PO-1, USW reports more levels of disaggregation.

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|--------------------------|--|---|---|------------------|--|
| Measure                  | Description  |   |   | Measure          | Description  |
| OR-2                     | Reject Timeliness<br>– Average Reject Time Interval  | Full(-)   | 1 | DPO-2            | LSR Rejection Notice Interval<br>– Minor differences in disaggregation levels (USW by gateway system and BA by line quantities < 10 and >= 10).  |
|                          | – Percent On Time Rejects  | (none)  | 1 | (na)             | (no comparable USW measurement)  |
| OR-3                     | Percent Rejects  | Full(+)   | 1 | DPO-3            | LSRs Rejected (%)<br>– USW reports by gateway interface and for all LSRs submitted (not just resale and UNEs as in BA).  |
| OR-4                     | Timeliness of Completion Notification<br>– Average Response Time   | Pending   | 1 | (na)             | (USW is developing this measurement)   |
|                          | – Percent On Time  | Pending   | 1 | (na)             | (USW is developing this measurement)   |
| OR-5                     | Percent Flow-Through   | Full(+)   | 1 | DPO-1A<br>DPO-1B | Order Flow-Through Electronically<br>Order Flow-Through with Screening<br>– USW also reports by individual CLEC, in addition to CLEC aggregate as in BA.   |
| OR-6                     | Order Accuracy<br>– BA defines four measurements that address only the accuracy of ordering.   | Partial   | 2 | OP-5             | Installation Trouble Reports<br>– USW's definition of Installation Troubles evaluates the accuracy of installation, which combines both ordering and provisioning accuracy.                        |
| <b>PROVISIONING</b>      |  |   |   |                  |  |
| PR-1                     | Average Interval Offered   | (none)  | 1 | (na)             | (no comparable USW measurement)  |
| PR-2                     | Average Interval Completed<br>– BA reports more detail by categories of line quantities.<br>– BA reports dispatch/non-dispatch categories. | Full  | 1 | OP-4             | Installation Interval (Average)<br>– USW reports more detail by service type. than BA.<br>– USW is reporting in the categories of Dispatched in MSAs, Dispatched Outside MSAs, and Non-dispatched. |

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|--------------------------|---|---|--------------|----------------------|---|
| Measure                  | Description   |   |              | Measure              | Description   |
| PR-3                     | Orders Completed within Specified Days  | (none)  | <sup>3</sup> | (na)                 | (no comparable USW measurement)   |
| PR-4                     | Missed Appointments<br>– PR-4-01: Percent Missed Appointment – Bell Atlantic [reasons]<br>– BA reports by dispatch/non-dispatch categories (PR-4-04 & -05). | Full(+)   | <sup>1</sup> | OP-3                 | Installation Commitments Met<br>– USW reports more detail by standard service groupings.<br>– USW is reporting in the categories of Dispatched in MSAs, Dispatched Outside MSAs, and Non-dispatched.                          |
|                          | – PR-4-02: Average Delay Days   | Full(+)   | <sup>1</sup> | OP-6                 | Average Delayed Days<br>– USW reports for slightly larger list of standard service groupings than BA (Res & Bus separately, Specials DS0, DS1, & DS3 separately, etc.).   |
|                          | – PR-4-03 & -08: Percent Missed Appointments – Customer [reasons]   | Full(-)   | <sup>1</sup> | DOP-1 & DPO-4        | CLEC-caused Installation Misses and CLEC-caused Coordinated Cutover Misses<br>– USW reports all customer reasons in one result.   |
|                          | – PR-4-06: Percent On Time Hot Cuts   | More  | <sup>1</sup> | OP-7<br>OP-8<br>OP-9 | Coordinated Cutover Interval - Unbundled Loop (with and without number portability)<br>Coordinated Cutover Interval – INP (with and without loops)<br>Coordinated Cutover Combined Interval – Unbundled Loop and INP Combined |
|                          | – PR-4-07: Percent On Time LNP  | Pending   | <sup>1</sup> | OP-10                | (LNP measures under investigation)  |

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|---------------------------------|--|---|---|---------------|--|
| Measure                         | Description                                |   |   | Measure       | Description  |
| PR-5                            | Facility Missed Orders                     | Partial   | 1 | DOP-2         | Percent Delayed Orders Completed >15 days late.  |
|                                 |  |   |   | DOP-3         | Percent Delayed Orders Completed >90 days late.  |
|                                 |  |   |   | See also OP-6 | (see OP-6 above, corresponding to BA PR-4-02)<br>– Facility-related delays are reported only for interconnection trunks. For other services, USW-caused delays for non-facility reasons are reported.<br>– USW reports for more service-specific categories than BA. |
| PR-6                            | Installation Quality                       | Full(+)   | 1 | OP-5          | Installation Trouble Reports<br>– USW reports for more service-specific categories than BA.  |
| PR-7                            | Jeopardy Reports                           | (none)  | 1 | (na)          | (no comparable USW measurement)  |
| <b>MAINTENANCE &amp; REPAIR</b> |  |   |   |               |  |
| MR-1                            | Response Time – OSS Maintenance Interface  | (none)  | 6 | (na)          | (no comparable USW measurement)  |
| MR-2                            | Trouble Report Rate                        | Full  | 1 | MR-8          | Trouble Rate   |
|                                 | – MR-2-01: Network Trouble Report Rate     |   |   |               |  |
|                                 | – MR-2-02: Percent Subsequent Reports      | (none)  | 1 | (na)          | (no comparable USW measurement)  |
| MR-3                            | Missed Repair Appointments                 | Full  | 1 | MR-3          | Out of Service Cleared within 24 hours (POTS)  |
|                                 |  |   |   | MR-4          | All Troubles Cleared within 48 hours (POTS)  |
|                                 |  |   |   | MR-5          | Out of Service Cleared within 4 hours (Specials)   |
| MR-4                            | Trouble Duration Intervals                 | Full(+)   | 1 | MR-6          | Mean Time to Restore   |
|                                 | – MR-4-01, -02, & -03: Mean Time to Repair |   |   |               | – USW reports for more service-specific categories than BA.  |

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|----------------------------|---|---|---|----------------|--|
| Measure                    | Description   |   |   | Measure        | Description  |
|                            | – MR-4-04: Percent Cleared < 24 hours   | Full  | 1 | MR-3           | Out of Service Cleared within 24 hours (POTS)  |
|                            | – MR4-05, -06, -07, & -08: Percent Cleared > 2, 4, 12, and 24 hours, respectively | Partial   | 4 | MR-4<br>MR-5   | All Troubles Cleared within 48 hours (POTS)<br>Out of Service Cleared within 4 hours (Specials)<br>– Differences between BA and USW are in the time intervals measured.  |
| MR-5                       | Repeat Trouble Reports  | Full(+)   | 1 | MR-7           | Repair Repeat Report Rate<br>– USW reports for more service-specific categories than BA.   |
| <b>NETWORK PERFORMANCE</b> |   |   |   |                |  |
| NP-1                       | Percent Final Trunk Group Blockage Exceeding Standard                             | More  | 4 | NI-1<br>NI-2   | Trunk Blocking – Interconnection Trunks<br>Trunk Blocking – Local Interoffice (“common”) Trunks<br>– USW addresses blocking with actual average trunk blockage, whereas BA uses percent blocking exceeding standard. |
| NP-2                       | Collocation Performance<br>– NP-2-01 & -02: % On Time Response                    | Full(+)   | 1 | DCP-2<br>DCP-3 | Collocation Feasibility Study Interval<br>Collocation Feasibility Study Commitments Met  |
|                            | – NP-2-03 & -04: Average Interval   | Full  | 1 | DCP-4          | Collocation Quote Interval   |
|                            | – NP-2-05 & -06: % On Time Completion   | Full  | 1 | CP-2           | Installation Interval  |
|                            | – NP-2-07 & -08: Average Delayed Days   | (none)  | 1 | CP-1           | Installation Commitments Met (%)   |
| NP-3                       | Switching Performance   | (none)  | 1 | (na)           | (no comparable USW measurement)  |
|                            |   |   |   | (na)           | (no comparable USW measurement)  |

## Summary Comparison of U S WEST Measurements with Bell Atlantic-New York Measurements

| Bell Atlantic – New York |  | Degree <sup>1</sup> of<br>Correlation<br>Wt. <sup>2</sup> | U S WEST     |  |
|--------------------------|--|---|--------------|--|
| Measure                  | Description  |   | Measure      | Description  |
| BILLING                  |  |   |              |  |
| BI-1                     | Timeliness of Daily Usage Feed   | Partial   | <sup>4</sup> | BI-1<br>Mean Time to Provide USW-Recorded Usage Records<br>– USW measures the mean time, whereas BA measures % provided in four specified time periods (3, 4, 5, and 8 business days).   |
| BI-2                     | Timeliness of Carrier Bill   | Partial   | <sup>1</sup> | BI-2<br>Mean Time to Deliver Invoices<br>– USW measures the mean time, whereas BA measures % provided in 10 business days.   |
| BI-3                     | Billing Accuracy   | Pending   | <sup>1</sup> | (na)<br>(USW presently addresses billing accuracy via a bill verification process. USW is investigating developing a billing accuracy measurement.)  |
| OPERATOR SERVICES        |  |   |              |  |
| OD-1                     | Operator Services Speed of Answer<br>– OD-1-01: Average Speed of Answer – Operator Services<br>– OD-1-02: Average Speed of Answer – Directory Assistance | Full(+)   | <sup>1</sup> | OS-1<br>OS-2<br>DA-1<br>DA-2<br>Speed of Answer – Operator Services<br>Calls Answered within 10 seconds – Operator Services (%)<br>Speed of Answer – Directory Assistance<br>Calls Answered within 10 seconds – Directory Assistance (%) |

# Summary Comparison of U S WEST Measurements with Bell Atlantic-New York Measurements

## Measurements Provided by U S WEST that Bell Atlantic-NY Does Not Provide

| Bell Atlantic – New York                              |  | U S WEST                   |   |
|---|--|----------------------------|---|
| Measure   | Description  | Measure                    | Description   |
| <b>Measurements BA Does Not Provide<sup>4</sup> →</b> |  | <b>EMERGENCY SERVICES</b>  |   |
|   |  | ES-1                       | ALI Database Updates Completed within 24 Hours          |
|   |  | ES-2                       | 911/E911 Emergency Services Trunk Installation Interval |
|   |  | <b>NETWORK PERFORMANCE</b> |   |
|   | Note: For non-CLEC trunk provisioning intervals, BA reports only for FGD trunks. | DNI-1                      | Provisioning Interval – USW Local Interoffice Trunks    |
|   |  | DNI-2                      | Local Interconnection Final Trunk Group Utilization     |

<sup>4</sup> Excluding those already listed above under U S WEST's measurements.

## Summary Comparison of U S WEST Measurements with SWB-Texas Measurements

| Southwestern Bell –Texas |   | Degree <sup>1</sup> of Correlation<br>Wt. <sup>2</sup> | U S WEST     |             |   |
|--------------------------|---|--|--------------|-------------|---|
| Measure                  | Description   |  | Measure      | Description |   |
| PRE ORDER                |   |  |              |             |   |
| 1                        | Average Response Time For OSS Pre-Order Interfaces.   | Full   | <sup>6</sup> | PO-1        | Pre-Order/Order Response Times – IMA                                |
| 2                        | EASE Average Response Time.   | Full   | <sup>6</sup> | PO-2        | Pre-Order/Order Response Times – EDI                                |
| 3                        | OSS Interface Availability.   | Full   | <sup>1</sup> | GA-1, GA-2  | Gateway Availability (IMA & EDI)                                    |
| 4                        | % Firm Order Confirmations (FOCs) Received Within “X” Hours                                   | (none)   | <sup>1</sup> | (na)        | (no comparable USW measurement)                                     |
| 5                        | Average Time To Return FOC.   | Full   | <sup>1</sup> | DPO-4       | Firm Order Confirmation (FOC) Interval                              |
| 6                        | Percent Mechanized Completions Returned Within 1 Hour . . . .                                 | Pending  | <sup>1</sup> | (na)        | (USW is developing a completion timeliness measurement.)            |
| 7                        | Average Time to Return Mechanized Completions.  | Pending  | <sup>1</sup> | (na)        | (USW is developing a completion notification interval measurement.) |
| 8                        | Percent Rejects   | Full   | <sup>1</sup> | DPO-3       | LSRs Rejected   |
| 9                        | Percent Mechanized Rejects Returned Within 1 Hour Of The Start Of The EDI/LASR Batch Process. | (none)   | <sup>1</sup> | (na)        | (no comparable USW measurement)                                     |
| 10                       | Mean Time to Return Mechanized Rejects.   | Full   | <sup>1</sup> | DPO-2       | LSR Rejection Notice Interval                                       |
| 11                       | Mechanized Provisioning Accuracy.   | Full   | <sup>1</sup> | OP-5        | Installation Trouble Reports  |

- <sup>1</sup> Degree of correlation: "Full" = the measurements dimensions being compared are essentially the same (only minor differences, if any);  
"Partial" = the measurement dimensions being compared have some differences or USW reports less than SWB in some aspect of the measurement;  
"More" = U S WEST's measurements provide measurement dimensions or capabilities that the plan being compared does not provide.
- <sup>2</sup> "Wt." refers to "weighting" and provides the number of different BA measurements (i.e., considering disaggregations of the same measurement as one measurement) represented by the indicator named on each line of this summary comparison.



## Summary Comparison of U S WEST Performance Measures to SWB – Texas Performance Measures

| Southwestern Bell –Texas            |   | Degree <sup>1</sup> of<br>Correlation<br>Wt. <sup>2</sup> | U S WEST |   |
|-------------------------------------|---|---|----------|---|
| Measure                             | Description   |   | Measure  | Description   |
| 12                                  | Order Process Percent Flow Through.                         | Full  | 1        | DPO-1 Electronic Flow-through of Local Service Requests (LSRs) to the Service Order Processor   |
| <b>BILLING</b>                      |   |   |          |   |
| 13                                  | Billing Accuracy  | Pending   | 1        | (USW presently addresses billing accuracy via a bill verification process. USW is investigating developing a billing accuracy measurement.) |
| 14                                  | Percent of Accurate And Complete Formatted Mechanized Bills |   | 1        |   |
| 15                                  | Percent Of Billing Records Transmitted Correctly            |   | 1        |   |
| 16                                  | Billing Completeness  |   | 1        |   |
| 17                                  | Billing Timeliness (Wholesale Bill)                         | Full  | 1        | BI-2 Mean Time to Deliver Invoices  |
| 18                                  | Daily Usage Feed Timeliness                                 | Full  | 1        | BI-1 Mean Time to Provide USW-recorded Usage Records  |
| 19                                  | Unbillable Usage  | Pending   | 1        | (See note before BI-2 above, responding to SWB measures # 13-16.)   |
| <b>MISCELLANEOUS ADMINISTRATIVE</b> |   |   |          |   |
| 20                                  | LSC Average Speed Of Answer.                                | Full  | 1        | OP-1 Speed of Answer - Interconnect Provisioning Center   |
| 21                                  | LSC Grade Of Service (GOS)                                  | Full  | 1        | OP-2 Calls Answered within twenty seconds – Interconnect Provisioning Center  |
| 22                                  | Percent Busy in the LSC                                     | (none)  | 1        | (na) (no comparable USW measurement)  |
| 23                                  | LOC Average Speed Of Answer.                                | Full  | 1        | MR-1 Speed of Answer – Interconnect Repair Center   |
| 24                                  | LOC Grade Of Service (GOS)                                  | Full  | 1        | MR-2 Calls Answered within twenty seconds – Interconnect Repair Center  |
| 25                                  | Percent Busy in the LOC                                     | (none)  | 1        | (na) (no comparable USW measurement)  |

## Summary Comparison of U S WEST Performance Measures to SWB – Texas Performance Measures

| Southwestern Bell –Texas |   | Degree <sup>1</sup> of Correlation<br>Wt. <sup>2</sup> |              | U S WEST       |  |
|--------------------------|---|--|--------------|----------------|--|
| Measure                  | Description   |  |              | Measure        | Description  |
| PROVISIONING             |   |  |              |                |  |
| 26, 40, 52, 74, & 85     | Mean Installation Interval.   | Full   | <sup>1</sup> | OP-4           | Installation Interval  |
| 27, 41, & 53             | Percent Installations Completed Within “X” Business Days (POTS).                        | (none)   | <sup>1</sup> | (na)           | (no comparable USW measurement)  |
| 28, 42, 54, 69, & 87     | Percent SWBT Caused Missed Due Dates.   | Full   | <sup>1</sup> | OP-3           | Installation Commitments Met   |
| 29, 44, & 56             | Percent Company Missed Due Dates Due To Lack Of Facilities.                             | Partial  | <sup>1</sup> | DOP-2<br>DOP-3 | Delayed greater than 15 days for Interconnection Trunks<br>Delayed greater than 90 days for Interconnection Trunks<br>– USW reports delayed days including all company reasons, including missed facilities, for interconnection trunks. |
| 30, 45, & 57             | Delay Days For Missed Due Dates Due To Lack Of Facilities                               | Partial  | <sup>1</sup> | OP-6           | Delayed Days (average) for Interconnection Trunks (includes for lack of facilities)  |
| 31, 46, 58, & 70         | Delay Days For Missed Due Dates   | Full   | <sup>1</sup> | OP-6           | Delayed Days (average)   |
| 32, 47, 59, & 71         | Percent SWBT Caused Missed Due Dates greater than 30 days                               | More   | <sup>1</sup> | DOP-2<br>DOP-3 | Delayed greater than 15 days<br>Delayed greater than 90 days   |
| 33, 48, & 60             | Count of orders canceled after the due date which were caused by SWBT.                  | (none)   | <sup>1</sup> | (na)           | (no comparable USW measurement)  |
| 34, 43, 55, & 86         | Percent Installation Reports Within 10 Days (I-10) (30 days for Resale Specials & UNEs) | Full   | <sup>1</sup> | OP-5           | Installation Trouble Reports   |
| MAINTENANCE              |   |  |              |                |  |
| 35 & 61                  | Trouble Report Rate.  | Full   | <sup>1</sup> | MR-8           | Trouble Rate   |

## Summary Comparison of U S WEST Performance Measures to SWB – Texas Performance Measures

| Southwestern Bell –Texas      |  | Degree <sup>1</sup> of Correlation <sup>2</sup> |              | U S WEST      |   |
|-------------------------------|--|---|--------------|---------------|---|
| Measure                       | Description  |   |              | Measure       | Description   |
| 36 & 62                       | Percent Missed Repair Commitments.   | Full  | <sup>1</sup> | MR-3          | Out of Service Cleared within 24 hours – Non-designed Repair Process                                      |
|                               |  |   |              | MR-4          | All Troubles Cleared within 48 hours (POTS)   |
|                               |  |   |              | MR-5          | Out of Service Cleared within 4 hours (Specials)  |
| 37                            | Receipt To Clear Duration (POTS and UNE Loops, etc.).  | Full  | <sup>1</sup> | MR-6          | Mean Time to Restore  |
| 38, 64, & 73                  | Percent Out Of Service (OOS) < 24 Hours.   | Full  | <sup>1</sup> | MR-3          | Out of Service Cleared within 24 hours – Non-designed Repair Process                                      |
| 39, 50, & 65                  | Percent Repeat Reports.  | Full  | <sup>1</sup> | MR-7          | Repair Repeat Report Rate   |
| 49, 63, & 72                  | Mean Time To Restore (Resale Specials and UNEs).   | Full  | <sup>1</sup> | MR-6          | Mean Time to Restore  |
| 51                            | Failure Frequency (Resale Specials and UNE Loop)   | Full  | <sup>1</sup> | MR-8          | Trouble Rate  |
| <b>INTERCONNECTION TRUNKS</b> |  |   |              |               |   |
| 66                            | Percent Trunk Blockage<br>– SWBT end office to CLEC end office<br>– SWBT tandem to CLEC end office | Full  | <sup>1</sup> | NI-1A         | Trunk Blocking – LIS trunks to USW Tandem   |
|                               |  |   |              | NI-1B         | Trunk Blocking – LIS trunks to USW End Offices  |
| 67                            | Common Transport Trunk Blockage > 2%.  | More  | <sup>1</sup> | NI-2A & NI-2B | Local Interoffice (“common”) Trunk Blockage (average) – End Office to Tandem and End Office to End Office |
| 68                            | Distribution Of Common Transport Trunk Groups Exceeding 2%.  |   | <sup>1</sup> |               |   |
| 75                            | Standard Deviation of Interconnection Trunk Installation Interval                                  | Full  | <sup>1</sup> | (OP-4)        | (Standard deviation statistic is reported with the results for OP-4.)                                     |

## Summary Comparison of U S WEST Performance Measures to SWB – Texas Performance Measures

| Southwestern Bell –Texas                   |   | Degree <sup>1</sup> of Correlation<br>Wt. <sup>2</sup> | U S WEST     |                       |   |
|--|---|--|--------------|-----------------------|---|
| Measure                                    | Description   |  | Measure      | Description           |   |
| DIRECTORY ASSISTANCE and OPERATOR SERVICES |   |  |              |                       |   |
| 76   | Directory Assistance Grade Of Service.                        | Full(-)  | <sup>1</sup> | DA-2                  | Calls Answered within Ten Seconds – Directory Assistance<br>– SWB reports more levels of detail.          |
| 77   | Directory Assistance Average Speed Of Answer.                 | Full   | <sup>1</sup> | DA-1                  | Speed of Answer – Directory Assistance  |
| 78   | Operator Services Grade Of Service.                           | Full(-)  | <sup>1</sup> | OS-2                  | Calls Answered within Ten Seconds – Operator Services<br>– SWB reports more levels of detail.             |
| 79   | Operator Services Average Speed Of Answer.                    | Full   | <sup>1</sup> | OS-1                  | Speed of Answer – Operator Services   |
| 80   | Percent Calls Abandoned                                       | Partial  | <sup>1</sup> | See DA-2 & OS-2 above | (Calls abandoned are included in the percentage of calls answered within ten seconds.)                    |
| 81   | Percent Calls Deflected                                       | Partial  | <sup>1</sup> | See DA-2 & OS-2 above | (Calls deflected are included in the percentage of calls answered within ten seconds.)                    |
| 82   | Average Work Time   | (none)   | <sup>1</sup> | (na)                  | (no comparable USW measurement)<br>USW and CLEC calls are affected the same by work time.                 |
| 83   | Non-Call Busy Work Volumes                                    | (none)   | <sup>1</sup> | (na)                  | (no comparable USW measurement)<br>USW and CLEC calls are affected the same by “make busy” operator time. |
| INTERIM NUMBER PORTABILITY                 |   |  |              |                       |   |
| 84   | % Installation Completed Within “x” (3, 7, 10) Business Days. | Pending  | <sup>1</sup> | (na)                  | (LNP measurements are under investigation.)   |

## Summary Comparison of U S WEST Performance Measures to SWB – Texas Performance Measures

| Southwestern Bell –Texas         |   | Degree <sup>1</sup> of Correlation<br>wt. <sup>2</sup> | U S WEST     |                             |  |
|----------------------------------|---|--|--------------|-----------------------------|--|
| Measure                          | Description   |  | Measure      | Description                 |  |
| 9 1 1                            |   |  |              |                             |  |
| 88                               | Average Time To Clear Errors.   | (none)   | <sup>1</sup> | (na)                        | (no comparable USW measurement)  |
| 88 a                             | Percent Accuracy for 911 database updates                               | (none)   | <sup>1</sup> | (na)                        | (no comparable USW measurement)  |
| 89                               | Average Time Required to Update 911 Database (Facility Based Providers) | Partial  | <sup>1</sup> | ES-1                        | ALI Database Updates Completed within 24 hours   |
|                                  |   |  | na           | ES-2                        | 911/E911 Emergency Services Trunk Installation Interval  |
| POLES, CONDUIT AND RIGHTS OF WAY |   |  |              |                             |  |
| 90                               | % of requests processed within 35 days                                  | (none)   | <sup>1</sup> | (na)                        | (no comparable USW measurement)  |
| 91                               | Average Days Required to Process a Request                              | Full(-)  | <sup>1</sup> | (Future:P DR-2A, -2B, -2C)  | (USW is developing: Installation Intervals measurements for Poles (PDR-2A), Ducts (PDR-2B) and Rights of Way (PDR-2C)) |
| COLLOCATION                      |   |  |              |                             |  |
| 92                               | % Missed Collocation Due Dates  | Full   | <sup>1</sup> | CP-1A & CP-1B               | % Installation Commitments Met - Physical Collocation (-1A), Virtual Collocation (-1B)                                 |
| 93                               | Average Days Required to Complete Physical Collocation Facilities       | Full   | <sup>1</sup> | CP-2A & CP-2B               | Installation Interval – Physical Collocation (-2A), Virtual Collocation (-2B)  |
| 94                               | % of requests processed within 35 business days                         | More   | <sup>1</sup> | DCP-2<br>DCP-3<br><br>DCP-4 | Collocation Feasibility Study Interval<br>Collocation Feasibility Study Commitments Met<br>Collocation Quote Interval  |

## Summary Comparison of U S WEST Performance Measures to SWB – Texas Performance Measures

| Southwestern Bell –Texas      |  | Degree <sup>1</sup> of Correlation |                  | U S WEST                     |   |
|-------------------------------|--|------------------------------------|------------------|------------------------------|---|
| Measure                       | Description  |                                    | Wt. <sup>2</sup> | Measure                      | Description   |
| DIRECTORY ASSISTANCE DATABASE |  |                                    |                  |                              |   |
| 95                            | % of updates completed into the DA Database within 72 Hours for facility based CLECs | (none)                             | <sup>1</sup>     | (na)                         | (no comparable USW measurement)   |
| 96                            | Average Update Interval for DA database for facility based CLECs                     | (none)                             | <sup>1</sup>     | (na)                         | (no comparable USW measurement)   |
| 97                            | % DA Database Accuracy For Manual Updates  | (none)                             | <sup>1</sup>     | (na)                         | (no comparable USW measurement)   |
| 97a                           | Percent of Electronic Update That Flows Through                                      | (none)                             | <sup>1</sup>     | (na)                         | (no comparable USW measurement)   |
| COORDINATED CONVERSIONS       |  |                                    |                  |                              |   |
| 98                            | % Pre-mature disconnects (Coordinated Cutovers)                                      | Partial                            | <sup>1</sup>     | See OP-7 and OP-9 below      | The effects of the time of disconnect are included in the intervals reported in OP-7 and OP-9 below. The coordinated process protects from premature disconnects.   |
| 99                            | % SWBT caused delayed Coordinated Cutovers   | Partial                            | <sup>1</sup>     | OP-7<br><br>OP-8<br><br>OP-9 | Coordinated Cutover Interval – Unbundled Loop (with and without number portability)<br>Coordinated Cutover Interval – INP (with and without loops)<br>Coordinated Cutover Combined Interval – Unbundled Loop and INP Combined |
| 100                           | % Missed mechanized INP/ <u>PNP</u> conversions                                      | Partial                            | <sup>1</sup>     |                              |   |
| 100 a                         | Average Time Inbound calls or blocked for NP conversion:                             | Partial                            | <sup>1</sup>     |                              |   |
| N X X                         |  |                                    |                  |                              |   |
| 101                           | Percent NXXs loaded and tested prior to the LERG effective date                      | (none)                             | <sup>1</sup>     | (na)                         | (no comparable USW measurement)   |
| 102                           | Average Delay Days for NXX loading and testing                                       | (none)                             | <sup>1</sup>     | (na)                         | (no comparable USW measurement)   |
| 103                           | Mean Time to Repair  | (none)                             | <sup>1</sup>     | (na)                         | (no comparable USW measurement)   |

## Summary Comparison of U S WEST Performance Measures to SWB – Texas Performance Measures

| Southwestern Bell –Texas        |   | Degree <sup>1</sup> of<br>Correlation<br>wt. <sup>2</sup> | U S WEST     |             |                                 |
|---------------------------------|---|---|--------------|-------------|---------------------------------|
| Measure                         | Description   |   | Measure      | Description |                                 |
| BONA FIDE REQUEST PROCESS (BFR) |   |   |              |             |                                 |
| 104                             | Percent of requests processed within 45 business days               | (none)  | <sup>1</sup> | (na)        | (no comparable USW measurement) |
| 105                             | Percent Quotes Provided for Authorized BFRs within 30 business days | (none)  | <sup>1</sup> | (na)        | (no comparable USW measurement) |

### Measurements Provided by U S WEST that SWB-Texas Does Not Provide

| Southwestern Bell – Texas                              |             |  | U S WEST                   |  |
|--|-------------|--|----------------------------|--|
| Measure  | Description |  | Measure                    | Description  |
| <b>Measurements SWB Does Not Provide<sup>3</sup> →</b> |             |  | <b>NETWORK PERFORMANCE</b> |  |
|  |             |  | DNI-1                      | Provisioning Interval – USW Local Interoffice Trunks |
|  |             |  | DNI-2                      | Local Interconnection Final Trunk Group Utilization  |

<sup>3</sup> Excluding those already listed above under U S WEST's measurements.  
June 25, 1999